

Attachment Staff-UES 1-8



***EMERGENCY
INFORMATION
PROGRAM***

July 20, 2005

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Emergency Information Program

Mission Statement

To implement a proactive Unitil System Emergency Information Program (EIP) that provides coordinated and accurate information to customers, public officials and agencies, and System management, directly relating to Energy Delivery System emergencies.

Program Goals

Designed and operated:

- as a coordinated Unitil System program.
- to provide and disseminate emergency information, status reports and updates, and projected return to service estimates.
- to inform and update customers, public officials and the general public.
- to inform and update System Management.

Become active at anytime a Unitil Energy Delivery System is unable or is anticipated to be unable to deliver energy to customers.

Overview

The EIP outlines the activation and implementation process and sets forth the necessary notification requirements. The EIP will enable each Distribution Operations Center (DOC) to provide to System Management, and external parties when appropriate, necessary and pertinent information related to both system emergencies and associated restoration efforts. A common format will be ensured through the use of predefined information requirements contained within the EIP. Key components in the communications process are identification of all parties to be notified, advance notification when possible, estimated magnitude and duration of the emergency event and updates of all conditions via public service announcements (PSAs) on a predetermined interval basis

Weather-related Pre-emergency Actions **For the Electric Systems**

This section provides a proactive means for informing certain parties of the *possibility* of a significant, weather related event, *with the potential for significant energy delivery system interruption*. These Pre-EIP Emergency Actions should be initiated considering both NWS information and its potential effect with respect to significant disruption of energy delivery to customers.

Definitions: NWS—National Weather Service

- **Watch** - An NWS product indicating that a particular hazard is possible, i.e., that conditions are more favorable than usual for its occurrence. A watch is a recommendation for planning, preparation, and increased awareness (i.e., to be alert for changing weather, listen for further information, and think about what to do if the danger materializes).
- **Warning** - A product issued by NWS local offices indicating that a particular weather hazard is either imminent or has been reported. A warning indicates the need to take action to protect life and property. The type of hazard is reflected in the type of warning (e.g., tornado warning, blizzard warning).

ACTIONS - NWS Storm Watch

- Until MA Dispatch e-mails storm watch information to the notification list, page 4 to provide early heads-up; place other DOCs on alert in the event the storm is localized and additional crews are required.
- The Electric Systems Manager initiates DOC readiness procedures.
- The PR Executive ensures Storm Warning Public Service Announcements (PSAs) are ready for media release.

ACTIONS - NWS Storm Warning:

- *Unitil MA Dispatch* issues Storm Warning information to the notification list on page 4
- *The Electric Systems Managers* initiate pre-storm planning
- *The Director of Operations* holds a conference call with the *Electric Systems Managers* to assess the situation.
- *The Public Relations Executive* issues the Storm Warning PSA.
- *The Director of Customer Service* initiates pre-storm planning
- *The Director of Business and Economic Development and Key Account Executives* contact selected, large commercial/industrial customers to provide a heads-up
- *The Manager of Operation Services* contacts appropriate Public Officials; confirms fax and phone arrangements

Notification List referenced above

- ➡ Sr VP, Operation & Engineering, Tom Meissner
- ➡ Sr VP, Customer Services & Communications, George Gantz
- ➡ PR Executive, Stephanye Schuyler
- ➡ DOC Managers, Scott Wade, Chris Dube, Chris LeBlanc, Dale Nudd, Leigh Willett, Peg VanHillo, Judy Flowers, Mike Deschambault, Mario Barone, Mike Morley
- ➡ Director, & Key Account Execs - Business Development, Cindy Carroll, Tim Noonis, Gary Miller, Kim Proctor
- ➡ Director, Manager, & Supervisors - Customer Service, Mark Lambert, Mary Jane Cleveland, Lisa Desrochers, Bob Simard, Alycia McAlpine
- ➡ Customer Service Center Communications Mailbox (voice message)
- ➡ Director and Managers, Engineering, Justin Eisfeller, John Bonazoli and Kevin Sprague
- ➡ Director of Electric and Gas Operations, Ray Letourneau
- ➡ Director, Metering Services, Glenn Appleton
- ➡ Director Operation Services, Bob Conner
- ➡ Fitchburg, Seacoast and Capital radio rooms

Program Activation Criteria – for the Gas and Electric Systems

⇒ EIP Activation Criteria

Events requiring EIP activation may occur following the Weather related pre-emergency actions, above, or may occur completely unexpectedly, usually the case for gas situations. In either case, this section sets forth those events which constitute an Energy Delivery System emergency and require activation of the Plan elements. .

- Loss of 10% or more of DOC System customers for an anticipated period of more than six hours, or
- Any high profile event which may interest and/or impact a large cross section of the community.

⇒ ACTIONS –

The Electric Systems Manager or Gas Systems Manager shall

- Pronounce the activation or deactivation of the EIP as conditions warrant, and shall
- Provide notification to internal contacts (see notification list, page 4)).

The Operations Services Manager shall

Upon initiation, email an RSR (Attachment B) with a situation assessment to Communications , during business hours. After business hours, the manager shall call the Public Relations Executive at the numbers on page 18, and if no response, call the next person on the list.

Media Utilization – Communications and Customer Service

⇒ Who shall we be providing information to?

- Radio
- Television
- Newspapers

⇒ What information do we need to provide?

- Public Service Announcements (PSAs), based on the RSR (See Communicating with Customers)
- The general format and content of the PSA shall be coordinated by Communications Services
- The Public Relations Executive will determine the need for follow up contact with media sources to provide public information relative to the response to the system emergency.

⇒ When shall the information be provided? - General Scheduling

- Update PSAs at least on the schedule of 4:30, 10:30, 15:30 and 20:30.

⇒ How shall we provide information to the media?

- All contact shall be made through the primary or secondary company representative or designate by the company representative. Unauthorized media contacts can lead to confusion and are therefore disallowed.
- On air interviews may be conducted with the primary or secondary company representative. Discussion shall be limited to the content of the PSA, as discussed above.
- The dissemination of information shall be limited to the content of the PSA, which is provided directly from Operations. This will minimize the release of misinformation.
- PSAs shall be faxed in order to insure accuracy.

Communicating with Customers – Business Services, Operations Services and Customer Service Center

The purpose of this section is to define the information needs of our customers from an individual customer perspective as well as from a general public point of view and to outline our requirements to be successful in fulfilling those needs.

➤ Who are the customers we need to communicate with?

➤ Individuals

- Proactive (Outbound): Major Employers, Schools, Health Care facilities, designated business/industrial and individual customers with special needs (e.g., medical emergencies).
- Reactive (Inbound): Any individual customer contacting us for information regarding **their specific current situation**; or reporting pertinent information which will aid in the assessment/restoration process.

➤ General Public

- All customers, collectively, who require outbound communications consisting of **general information** regarding the current emergency, that is intended to be shared with others.

➤ What information do we need to provide them?

➤ Individuals

- What is the Estimated time of Restoration (ETR), if known
- What is the magnitude of the problem and how does that translate to their individual situation.

➤ Restoration Status Report (RSR) – see attachment B

➤ How and when do we provide information to customers?

➤ Individuals

- Proactive mode: Business Services and Customer Service Center makes outgoing phone calls, faxes, or e-mail, as previously determined, to designated customers on an as needed basis. For gas emergencies, door to door notification will be activated as the situation warrants. Key Accounts will be contacted by their Account

Executives. Also, accounts tagged on the IVR information system can be sent an outbound broadcast telephone message.

- Reactive mode: Primary vehicle is telephone. Automated messages through the IVR will be updated with outage information, including areas affected and status for customer calling into the system. Unique customers with special needs, including Life Support customers and Key Account Customers, are color coded in the IVR Porche Outage handling system for immediate attention when they call to report their outage. The IVR system, in conjunction with CSC personnel, is capable of handling and processing a sustained high volume of calls. The system can process up to 72 system interruption called simultaneously which equates to 5400 per hour. Secondary vehicles include web site messaging, receipt of faxes and email. This service is required on an 'on demand' basis.

➤ **General Public**

- Primary vehicles are web site home page messaging, via media coverage through PSAs and interviews (see Media Utilization).

Communicating with Public Officials – Operations Services

The purpose of this section is to outline the requirements for the information flow to and from public officials at the various Cities/Towns within our service areas. Timely and accurate information to and from public officials will enhance our joint restoration efforts in the case of a storm emergency, and will generally aid in the communication of information to the general public with respect to any energy delivery system emergency.

➤ Who are the Public Officials we need to communicate with:

- **Police Department**
- **Fire Department**
- **City/Town Officials**
 - Mayor/Managers
 - City or Town Emergency Centers
 - Civil Defense Centers
 - Others as requested
- **Other elected officials as requested**

Maintain a mutually satisfactory arrangement with each City/Town which clearly defines the communications contact for each party and specifies the required telephone and FAX numbers. It is preferable from a logistics and resources perspective to identify a single contact for each locality.

➤ What information do we need to provide?

- **Proactive:** Restoration Status Report (RSR)- see attachment B
- **Reactive:** Be prepared to answer specific questions regarding individual problems

➤ How and when shall the information be provided to public officials?

- **Proactive**
 - The Restoration Status Reports (RSR) shall be updated at minimally at 4:30, 10:30, 15:30, and 20:30. The Operations Services manager

shall determine if the situation warrants more frequent updates and issue the RSRs accordingly.

- The RSR shall be transmitted via fax with a follow up call for security as necessary. Voice contact via telephone shall be used as a backup.
- When requested and available, a company representative will be assigned to a city/town emergency center as a communications liaison.
- Communications Services will distribute PSAs to elected officials and emergency center directors to ensure that they are abreast of communications with the general public.

➤ **Reactive**

- Communications means must be available on an “on demand” basis
- The primary means of communication are telephone, fax and email.
- A dedicated telephone line will be provided and maintained for exclusive use of public officials (the “Town phone”)
- The town phone will be monitored by operations personnel at the emergency operations center.

Communicating with Regulators – Operations Services and Gas Systems

The purpose of this section is to identify and document the information requirements of the regulatory bodies in Massachusetts and New Hampshire. Unless otherwise noted, the Operations Services Manager will handle the communications.

➤ New Hampshire

➤ New Hampshire Public Utilities Commission

➤ What information needs to be provided?

- The NHPUC has no specific regulatory requirements for reporting system emergencies. The NHPUC prefers that notification is based on the “**newsworthiness**” of the outage. In other words, if in the Company’s judgment the outage may result in telephone inquiries to the NHPUC, the NHPUC would like to be notified.

➤ How and when shall the information be provided?

- For those newsworthy events, the NHPUC will receive by fax the appropriate form (see Attachment A).
- The notification is via facsimile at (603) 271-3878 & 225-7341.
- Unless otherwise instructed, the NH DOCs shall update the NHPUC at 7:00 a.m., 11:00 a.m., and 3:00 p.m.

➤ Massachusetts

➤ Massachusetts Department of Telecommunications and Energy

➤ What information needs to be provided?

➤ Electric

- Electric companies shall report to the MDTE, within 60 minutes, every significant outage.
- The Company must provide information as follows:
 - Contact person and phone number
 - Initial outage information: date and time out, and original number of customers affected

- Updated outage information: date and time of restoration, and current number of customer affected
- Community officials notified and their phone numbers
- General information, including city, town or street; major excludable, planned incident ID; circuit number; circuit type; KV levels; expected duration, date and time restoration commenced; cause of outage; failed/damaged equipment; weather conditions; load type; critical facility affected; injury; comments
- Unitil will post the information on the following web site:
<https://ma.outagereporting.net/PV/displays/pv.dll?administrator.htm>
- Unitil shall also report to the Consumer Division, by telephone (617) 727-3531, or by fax (617) 742-6926.
- Communication Services will distribute PSAs to the DTE to insure they are kept abreast of our communications with the general public.
- Unitil is mandated to provide the MDTE with updated information concerning a significant outage, via the above-mentioned web site, when conditions change.
- **Gas** – the gas systems manager or compliance manager will handle the reports below
 - **Reports to the U.S. Department of Transportation (DOT):**
 - DOT – the Department of Transportation requires that all failure of the following magnitude be reported verbally to the Department within two hours of the incident and followed by a written report as soon as possible after the incident
 - Caused a fatality or personal injury, resulting in hospitalization
 - Resulted in the igniting of gas from an uncontrolled source
 - Caused estimated damage in the property of the Operator, Company or others totalling \$50,000 or more
 - Caused interruption of supply to a section or threatened system reliability
 - Verbal notification shall be made at the earliest practicable moment following discovery and shall include the following information:
 - Identity of reporting gas company

- Name and phone number of the person reporting the accident
- Location of the incident (street address and city or town)
- Date and hour the incident occurred or was discovered
- Number of fatalities and personal injuries if any
- Type and extent of property damage
- Description of the incident including any significant facts that relate to the cause of the incident
- For distribution system incidents, the telephone report must be followed by a written report (DOT form RSPA F7100.1) submitted not more than 30 days after detection of the incident to:
 - Information Systems Manager
 - Materials Transportation Bureau
 - Department of Transportation
 - Washington, DC 20590
- When additional relevant information is obtained after the original report is submitted, supplementary reports shall be made.
- **Reports to the Mass Dept. of Telecommunications & Energy (MDTE)**
 - A telephone call must be made to the MDTE when:
 - There is a release of gas from a pipeline or from an LNG facility that results in a death, personal injury necessitating in-patient hospitalization or estimated property damage of \$5,000 or more.
 - There is a fire or explosion at, or emergency shut down of an LNG, or propane-air facility.
 - There is an evacuation of a building conducted by a fire department and/or gas utility personnel because of the potential presence of gas.
 - There is a service interruption or gas outage, which is likely to or does result in 50 or more customer outage hours.

- There is a fire or an explosion that may involve the potential presence of gas.
- There is an event that is significant in the judgement of the gas utility even though it is not described above.
- The potential presence or involvement of gas in any incident or event need not be determined or documented by the gas utility before the MDTE is called. It is expected that telephone notification is made promptly no more than 3 hours following discovery of the incident.
- The Manager of Gas Systems shall advise the MDTE staff by telephone, in the order of their availability, except that all incidents shall be directed immediately as follows:
 - 8:45am-5:00pm, Monday through Friday, excluding holidays: 1-617-305-3537
 - Any other time, page the Standby Engineer: 1-800-203-3962
- In the event that response to the call to the MDTE page service to the Standby Engineer is not received within one hour, then page the Division Director at 1-(617) 562-9162
- The information reported to the MDTE should be:
 - Identity of reporting gas company
 - Name and phone number of the person reporting the incident
 - Location of the incident (street address and city or town)
 - Date and hour the incident occurred or was discovered
 - Number of fatalities and personal injuries, if any
 - For evacuation of a building, the number of people affected
 - For service interruption or gas outage, the number of customers affected and the estimated or actual duration of the outage
 - Description of the incident or event including any significant facts that relate to the cause and resolution of the problem
- For distribution system incidents involving notification to MDTE, a copy of the written report should also be submitted not more than 30 days after detection of the incident to:

Chief Engineer, Massachusetts Department of Telecommunications and Energy, 1 South Station, Boston, MA 02110

- For all incidents involving notification of the MDTE, a written report should be submitted to the Chief Engineer not more than 30 days after detection of the incident , including:
 - Description of the incident including the areas affected
 - Apparent cause
 - Description of factors contributing to the incident
 - Gas utility personnel response at the time of the incident
 - Investigatory analysis and laboratory examinations planned or undertaken, if any
 - Action planned or undertaken to minimize recurrence, if any
- When additional relevant information is obtained after the report is submitted, Unitil shall make supplementary written reports to the MDTE with a clear reference by date and subject to the original report.
- **Reports to the Division of Energy Resources (DOER)**
 - A telephone call must be made to the DOER when:
 - There is an interruption of service of 50 or more customers
 - There is a Level 3 Emergency (declared or about to be declared) or when storage inventory levels fall 10% below Company Rule Curve requirements.

A Level 3 Emergency is a gas related incident of significant nature that requires personnel, equipment or expertise beyond that of the Company and requires an extraordinary field response from others.
 - There is an event that is significant in the judgement of the Gas Utility even though it is not described above
- The potential presence or involvement of gas in any incident or event need not be determined or documented by the Gas Utility before the DOER is called. It is expected that telephone notification is made promptly by nore more than 3 hours following the discovery of the incident.

Communicating with System Management - Communications

The purpose of this section is to set forth the framework for the information requirements so that System Management is thoroughly informed and updated as to the status of any energy delivery system contingency which impacts our customers. Accurate information is vital to the assessment process as well as the resource allocation process. Timely and accurate restoration data provided to system management will allow the full resources of the Unitil system to be focused in the area of greatest need.

⇒ Who is System Management?

- All system management personnel at the Director level and up

⇒ What information is required by System Management from each DOC during an EIP event?

- System Management shall be emailed a copy of the PSA sent to the media.

⇒ How and when shall the information be provided?

- System Management will receive the PSAs on the same schedule as the media's
- Public Service Announcements will be accessible on the Web Ops page of the UniNet

Highlighting of Responsibilities within the Plan

☉ Weather Related Pre-Emergency Actions

- **MA Dispatch** will monitor NWS on a continual basis and provide an email to the distribution list on page 4.

- When a NWS Watch (or Warning) occurs after normal working hours (Monday thru Friday 3:30 p.m. to 7:00 a.m. and all hours Saturday, Sunday or Holiday), for the Capital Region or the Seacoast Region in NH, MA Dispatch will contact the Customer Service Center (CSC) Communications Mailbox and leave a message concerning the NWS Watch(or Warning).

CSC Communication Mailbox Numbers:

Capital Region: 603-227-4600

Seacoast Region 603-227-4636

- **CSC** will contact the appropriate DOC on call supervisor, Director of Business Development and Economic and the Public Relations Executive with the NWS information.
- **DOC On Call Supervisor** will acknowledge the receipt of the information and contact the DOC Electric System Manager.
- **DOC Electric System Manager, Public Relations Executive, Operations Services Manager and Director of Business and Economic Development** will initiate Weather-related pre-emergency Actions
- ACTION Items for NWS Storm Warning are assigned as follows:
 - Contact selected key account customers – Director Business and Economic Development and Account Executives
 - Provide Media PSAs – PR Executive
 - Contacts with Public Officials – Operations Services Manager

☉ EIP Activation and Deactivation

- **DOC Electric System Manager or DOC Gas Systems Manager** shall pronounce the activation and deactivation of the EIP as local conditions warrant. Notification shall be made to System Management as described in the ***Communications with System Management*** section.

➤ **Media contacts**

- **Communications Services** shall assume the role of primary company representative, and shall write and issue all PSAs, post PSAs on the Uninet and e-mail PSAs to System Management.

	<u>Contact</u>	<u>Tel - Office</u>	<u>Tel – Home</u>	<u>Tel- Cell</u>
Primary	Stephanye Schuyler	603 773-6465	603 436-7061	603-944-1094
Second	Mark Lambert	603-227-4569	603 471-9096	603-944-7406
Third	George Gantz	603 773-6569	508 358-2260	508-561-5450

- **Operations Services Managers** shall assume the role of secondary company representative, and will share media contact duties.

➤ **Customer Contacts**

- **Business Development Key Account Executives** shall provide the proactive communication to designated Major Employers, Schools, Health Care facilities, and business/industrial customers referenced on page 6.
- **Customer Service Center Associates** shall provide the proactive communication to individual customers with special needs, referenced on page 6.

➤ **Develop and Issue RSRs- DOC Operations Services**

➤ **Communications with Regulators**

- The **DOC Operations Services & Gas System Management** will provide for the reporting requirements to the respective regulatory body.

ATTACHMENT A

To: State of NH Public Utilities Commission

Contact Person: ☐

NHPUC Fax No.: (603) 271-3878

Telephone No.:

Attn: Engineering Department

Fax No.:

SPECIAL NOTIFICATION

SUBJECT:					
TRANSMISSION:					
DISTRIBUTION:					
<u>TOWN</u>	<u>CIRCUIT #</u>	<u>TIME INTERRUPT</u>	<u>TIME RESTORED</u>	<u>DESCRIPTION</u>	<u># OF CUSTOMERS</u>
			<input type="checkbox"/>		<input type="checkbox"/>
RESOURCES AVAILABLE:					
SUMMARY:					

ATTACHMENT B
Restoration Status Report
Unitil Energy Systems – Seacoast

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